

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

August 1, 2005

New Procedure Implemented for Agency Requests

In an effort to be more efficient in handling requests from state agencies to process a health benefits action, the Office of Health Benefits has streamlined internal processes and developed a new form for agency use. The new form is on the DHRM Web site and called "Agency Request for Assistance Form". It is posted under Compensation and Benefits, Resources for Benefits Administrators, Forms. The direct link is: www.dhrm.virginia.gov/resources/benefitsadmin/RequestForAssistanceForm.pdf. Agencies need to complete the Agency section of the form and fax it, with appropriate documentation, to the Office of Health Benefits at (804) 371-0231. Please begin using the "Agency Request for Assistance Form" today and discontinue using the Benefits Administrator Contact Sheet or other forms developed by your agency. Questions on the new process and form should be directed to the OHB e-mail address: hbp@dhrm.virginia.gov.

Employee Assistance Program Offers Training for Supervisors and Employees

Supervisors at state agencies can take advantage of a variety of training topics offered by the Employee Assistance Program, which is part of the behavioral health component of the COVA Care and Kaiser Permanente health plans. Examples of subjects covered in training sessions include stress management, resiliency (in recovering from a challenge or problem), managing grief, time management, recognizing drug and alcohol issues, and depression in the workplace. Use your EAP – it is there as both a personal and professional resource! For more information on training for supervisors, employees and the EAP benefit:

- COVA Care – Contact Joe Chodkiewicz at (804) 323-4018 or ValueOptions toll-free at 1-866-725-0602; visit the ValueOptions Web site at www.achievesolutions.net/covacare.
- Kaiser – Call 1-866-517-7042 toll free; visit the Kaiser Web site at <http://my.kaiserpermanente.org/mida/commonwealthofvirginia>.

Agency Returned Mail Listings Now Available from Extended Coverage Mailing

As announced in BA Memo #05-06, all active employee and non-Medicare retiree group State Health Benefits Program participants and dependents were mailed an updated Extended Coverage General Notice during the week of May 9. We had intended by July 1 to provide you with a summary of employees/retirees in your agency for whom notices were returned by the Post Office, but notices continued to be returned well past that date. However, your agency's returned mail listing is now available in your FTP folder and is labeled as General Notice Return Mail-00nnn-08012005.xls (nnn = your agency number). If you need assistance in accessing your FTP folder, please contact the DHRM Help Desk.

It will be the agency's responsibility to obtain an updated address from these participants and to send out a General Notice to the correct address. Be sure to address the notice based on the participant's membership level (e.g., name of participant AND SPOUSE, name of participant, AND DEPENDENT CHILDREN, name of participant, SPOUSE AND DEPENDENT CHILDREN). Please be sure to document the mailing of the General Notice in the manner that is consistent with your normal process for documenting Extended Coverage notices. Remember, failure to comply with Extended Coverage notice requirements can result in significant financial liability to the State Health Benefits Program. A copy of the General Notice (in Word format) is attached for your use.

Look For Benefits Administrator Survey on Open Enrollment

Your feedback is important to us. A survey on Spring 2005 Open Enrollment will be sent to you shortly. You will receive an e-mail message from "Zoomerang" that includes an introduction and an arrow instructing you to start the survey. Your responses will be tabulated automatically and we will let you know the results.

Keep Walking for Healthy Virginians

The Governor's *Healthy Virginians* initiative is ongoing and so is the emphasis on walking for your health. Remember that agencies should continue to be flexible about employee 15-minute walking breaks as long as employees work the required number of hours per week.